

**EXHIBIT 3:**

**Descriptions of Telecommunications and Managerial  
Experience of Key Personnel of ROUTE24 COMPUTERS, INC.**

5601 N 2040 EAST RD • FAIRBURY, IL 61739  
(815) 692-4375 • DAVIDS@ROUTE24.NET

## DAVID SLAGEL

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### TECHNICAL SUMMARY

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- 8 years experience repairing, upgrading, teaching, purchasing, and selling computers.
- 8 years experience consulting and performing network installation and support.
- Completed training for MCSE and obtained Microsoft certification in 1997.
- Formed Route24.net, an Internet Service Provider, designed the network, implemented policies, installed and configured all necessary servers and routers in late 1999 while working for Advanced Tech.
- Purchased Advanced Tech and established Route24 Computers, a computer networking & consulting company in 2000.
- Wrote a RADIUS server and billing package for use within Route24.net.
- Wrote a simple SMTP, POP3 & web server for notifying deactivated customers, and allow them to pay account balances while deactivated.
- Regularly attend training classes designed for IT Professionals.

### WORK EXPERIENCE

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|---|------------------------------------|---------------------|
| <u>1999-Present</u>   | <u>Self Employed - Owner</u>       | <u>Fairbury, IL</u> |
| <ul style="list-style-type: none"><li>▪ Established Route24 Computers, Inc. My services included employee management, network design and implementation, website design, Internet service (both Dialup and dedicated) and consulting. I work with many customers who are very satisfied with my services and those of my employees.</li></ul> |                                    |                     |
| <u>1994-1999</u>  | <u>Advanced Tech Systems, Inc.</u> | <u>Fairbury, IL</u> |
| <ul style="list-style-type: none"><li>▪ Performed all tasks as at Route24 Computers, but under a different owner.</li></ul>   |                                    |                     |

# TERI LYNN WENGER

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Email: Teri@Route24.net

## Technical Summary

- 16 years computer programming experience, including Visual Basic, C/C++, Pascal, COBOL, Compiled Basic, and more
- Software applications for business accounting, serial and phone communications, liquid fertilizer mixing and loading systems, city water billing, "Display Ad" management software, and many more
- Most major operating systems including MS-DOS, Windows 3.1/95/98/NT/2000, Unix, Xenix
- Web Development using HTML, ASP, Visual Basic Scripting, JavaScript
- Computer hardware installation, configuration and maintenance
- 16 years Software Engineer, involving:
  - Project design
  - Customer interaction for custom developing a software solution for each customer
  - Programming
  - Customer training
  - Product lifetime support including programming new features and customer phone support
- Customer phone support ranging from developing software to supporting software; assisting customers over the phone with various Internet support issues; assisting customers over the phone and in person with various software issues

## Work Experience

### **2000 – Present, Route24 Computers, Inc., Fairbury, IL**

Web Development. Concept, design, layout, scripting, database, graphics, proofreading, customer handling from initial concept and design to long term support.

Customer Support Technician. Phone technician assisting customers with their Internet connections, email and other Internet-related issues.

### **1985 – 2000, Slagel Systems, Fairbury, IL**

Software Engineer. Concept, development and customer support.

## Education

### **2001, Parkland Junior College, Urbana, IL**

Completed MOUS-preparation course for Microsoft Access.

### **1988, University of Illinois, Champaign, IL**

Graduated December 1988, Bachelor of Science in Computer Science from the College of Engineering. Courses included programming, computer architecture, networking, as well as the general physics, chemistry, engineering and English classes.

# Ted Bachtold

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Fairbury, IL 61739

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## QUALIFICATIONS

I have over 3 years experience in computer technology; my expertise ranges from assembling/installing complete computer systems and networks, upgrading software/hardware, and troubleshooting. In those same 3 years I have been a technically adept customer service agent for those who have purchased my computers and services.

## EMPLOYMENT

1999-Present Computer Technician, Route24 Computers

I started as an Internet Support Technician, helping customers, via telephone or personal visits, setting up Internet connections and providing basic training on Internet use; in addition, I offered customer service to existing Internet customers, answering billing questions and solving connection issues. After these duties were transferred to our Internet Support department, my role changed to computer technician. Each job varies, from removing viruses to upgrading operating systems. I am responsible for repairing and upgrading computers, assembling new computer systems, designing and implementing networks for both commercial and residential use, and maintaining those computers and their networks. I have custom-built hundreds of computers, and continue to sell and troubleshoot them today.

# Matthew Darnell

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## Current Responsibilities

I am currently working as an Internet Support Technician. I routinely take care of customer's billing questions and concerns, setup Internet connections and troubleshoot connectivity issues.

## Experience

12/01 – current      Afni      Normal, IL

### Bill Collector

- Phone Collections

07/01 – 12/01      Pinkerton Security      Normal, IL

### Security Officer

- Customer Service

07/00 – 12/00      Best Buy      Normal, IL

### Sales Representative

- Customer Assistance
- Recommending best product for customers needs.

05/00 – 06/00      RMI.NET – Dave's World Division      Normal, IL

### Contracted ISP Tech Support

- Troubleshooting Internet connectivity problems via telephone for dial-up and DSL customers, including but not limited to: Network protocol stack configuration errors, corrupt or outdated WINSOCK, bad modem diagnostics, improper driver issues, etc.
- Email and POP account administration.
- Sales and explanation of Internet services.

## Education

2000-Current      Heartland Community College      Normal, IL

- HTML 4.0
- Operating Systems & Hardware Maintenance and Installation
- Microsoft Office 2000 - Word/Excel/Access/PowerPoint/Outlook
- Networking Technologies (NETW160)
- Novell Administration 5.1
- Novell Advanced Administration 5.1
- Windows 2000 Administration

## Summary of Qualifications

- Hardware installation, repair, and assembly of entire PCs.
- Windows 9x/ME/NT/2000 (Professional and Server) installation and troubleshooting.
- Windows Networking (TCP/IP, NetBeui, Novell IPX/SPX)
- All varieties of Internet connectivity issues: troubleshooting, setup, and support.
- Tech Support and customer relations experience troubleshooting Internet connectivity issues: Winsock errors, improper TCP/IP configurations, modem and Ethernet configuration problems, and DNS resolution issues.
- Internet Explorer, Netscape Navigator, Opera
- FTP Server Administration